

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
JANUARY 2013**

<p>COMMENT #</p> <p>Date Received</p> <p>Source of Comment</p> <p>Staff Member Assigned To</p> <p>Staff Member Title</p> <p>Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>1</u></p> <p><u>1/2/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Manager</u></p> <p><u>1/2/2013</u></p>	<p>I visited main library yesterday with the intent on returning my books. I found the exterior drop box entirely full as well as several hundred books laying on the ground by the front door. I am very disappointed in the management of the library over the holiday as your customers either abandoned their books outside or didn't return them at all. This is not how our tax dollars are to be used and I surely hope corrective actions are taken during other holiday closures.</p> <p><i><u>The customer responded as follows:</u> Your return email acknowledging the problem is all I needed. I have gone online and have seen that my book drop was properly checked in. Thank you for your follow up.</i></p>	<p><u>Tim Hetherton responded via email as follows:</u> I'm sorry for your trouble with the book drops. We do have staff emptying the book drops during the holidays and construction closure, but unfortunately we are at times unable to keep up with the volume of items returned. The books drops are posted with signs asking our customers not to return items if the drops are full, and we are glad to waive fines incurred if customers cannot return items due to full book drops, but I can understand your frustration. What were the books you returned? I will investigate and see if they have been checked in. Again, I am sorry for the inconvenience and appreciate your support of the Library.</p>
<p><u>2</u></p> <p><u>1/4/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmacıyan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>1/9/2013</u></p>	<p>I just received a News letter updating me on all the wonderful programs at the Library that are coming up. I think something very important was missing. How about a progress report on the new construction at the Central Library. What is the outlook for completion and when might the new books come out of the dingy upstairs corner and be put in a more useable place. Surly I am not the only one tired of the disruption and wondering about the schedule for completion.</p>	<p><u>Natalie Basmacıyan responded via email as follows:</u> Thank you for taking the time to contact us regarding the construction at Central. Unfortunately, at this time we do not have a firm date of completion for the project, but expect it to be sometime before the first of May. Once the construction wall is down and the area is flooded with natural light like we enjoyed in the building pre-construction, there will once again be light in abundance throughout the entire north side of the building. Please let me know if I may be of further assistance with this inquiry.</p>
<p><u>3</u></p> <p><u>1/9/2013</u></p> <p><u>Comment Form - Card</u></p> <p><u>Natalie Basmacıyan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>1/9/2013</u></p>	<p>A beautiful library! There is no lighting over the shelves where the large print books are. This makes it hard for those with poor vision to pick out books.</p>	<p><u>Natalie Basmacıyan responded via email as follows:</u> Thank you for taking the time to contact us regarding the lack of lighting in the Large Print collection at Central. You may have noticed the construction wall on the second floor, which is blocking natural light to certain areas of the building. Once the construction wall is down in late April, there will once again be light in abundance throughout the entire north side of the building. In the interim, please do not hesitate to ask a staff member for assistance with the collection. Please let me know if I may be of further assistance with this inquiry.</p>
<p><u>4</u></p> <p><u>1/14/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Cynthia Cowell</u></p> <p><u>Library Services Director</u></p> <p><u>1/30/2013</u></p>	<p>I'm a blogger writing a story about bookless libraries and I'm following up on the news that Newport Beach was considering a bookless library in 2011. I have not found any news on this. Did the NBPL follow through on that? What was done to the Balboa Branch? Thanks.</p>	<p><u>Cynthia Cowell responded via email as follows:</u> I apologize for not getting back to you with your question sooner. I have been out of the library for several days. No changes were made at the Balboa Library. The intent was never to go to a totally bookless library as various media outlets portrayed it. The entire thing was a perfect example of something being misconstrued and poorly edited without contacting anyone at the library itself, not to mention how quickly the erroneous information was disseminated world-wide. At any rate, there are no plans to make any Newport Beach Public Library location bookless. Thanks for your question.</p>

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<p><u>5</u></p> <p><u>1/16/2013</u></p> <p><u>Comment Form - Card</u></p> <p><u>Natalie Basmaciyan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>1/17/2013</u></p>	<p>To Whom It May Concern here. I am FURIOUS of how rude,annoying AND disrespectful your female computer "tech" was to my wife yesterday!!! My wife did not mean to break your "no eating at the computer rule. she is on meds for her migraine headaches. She has to take it ( her meds ) with food. This is to protect her stomach since it's a quite powerful pain med. We will make sure that she takes her meds prior to going on line. the female "tech:" is blonde blue-eyed with curly hair. Please kindly DO NOT BOTHER my dear wife when she's online! She needs to concentrate and focus on her computer time. There will be no more eating on line and also she won't bring her friend since he's retarded and cannot properly conduct himself in a library. Thank you very much.</p>	<p><u>Natalie Basmaciyan responded via email as follows: email bounced back as an undeliverable message to email address provided by customer:</u> Thank you for taking the time to contact us regarding your wife's experience while using the public computers. Please note that customers may consume food and beverages everywhere else in the library, other than the public computers. Any staff member will gladly show your wife how to "lock" her computer for 15 minutes while she steps away to eat. Our staff ensures that all policies are consistently observed so equipment, resources, and public space may be enjoyed by all our customers. Please feel free to contact me at (949) 717-3823 with any other concerns about the library.</p>
<p><u>6</u></p> <p><u>1/18/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmaciyan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>1/23/2013</u></p>	<p>Jeremy was very helpful in assisting in the selection of an "off" DVD that I thought my client would enjoy. Thanks NB Library.</p>	<p><u>Natalie Basmaciyan responded via email as follows:</u> Hi, thank you for taking the time to praise Jeremy in a comment card. We strive to provide thorough customer service every day, and appreciate when these efforts are noted by the customers. We are pleased that Jeremy's service resulted in a positive experience at the library.</p>
<p><u>7</u></p> <p><u>1/22/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmaciyan</u></p> <p><u>Youth Services / Branch Coordinator</u></p> <p><u>1/23/2013</u></p>	<p>The female computer tech with the dark glasses and short shoulder length hair needs to please kindly STOP BEING RUDE, SNOTTY AND XXXXX TO MY WIFE!!! My wife sometimes needs help with the computers. she doesn't everything of using them. She is always kind to your "techs" and she gets her feelings hurt easily because she is very ,very sensitive of her feelings for sure. So, please kindly NO MORE OF THE RUDE, SNOTTY, XXXXX ATTITUDES INDEED! These "techs" need to learn much better manners, respect and treat the people here including my wife with THE UTMOST RESPECT INDEED! We treat them right, so please treat US right for sure. a good day to you.</p>	<p><u>Natalie Basmaciyan responded via email as follows: email bounced back as an undeliverable message to email address provided by customer:</u> Thank you for taking time again to relate your wife's experience at the public computers. We strive to assist each customer in a professional, polite manner. I will review service standards with the staff so as to avoid another unpleasant situation for your wife. Please do not hesitate to contact me directly with your concerns. I may be reached at (949) 717-3823 or at nbasmaciyan@newportbeachca.gov.</p>
<p><u>8</u></p> <p><u>1/24/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Debbie Walker</u></p> <p><u>Youth Services / Branch Coordinator</u></p> <p><u>1/24/2013</u></p>	<p>I'm a contributor for a project aimed at providing students with options and resources pertaining to online open courses, and I came across your page <a href="http://www.newport.lib.ca.us/teens/parentsandeducators">http://www.newport.lib.ca.us/teens/parentsandeducators</a> during my research process. I found your page relevant to my website's mission, and I was wondering if you'd be interested in sharing my resource with your readers? This resource includes links to video and audio lectures, as well as a database of free courses organized by subject. Please let me know if you'd be interested in seeing this. Look forward to hearing from you.</p> <p><u>The customer responded as follows:</u> Thank you for your response and information. I really appreciate this. Thanks, and you take care.</p>	<p><u>Debbie Walker responded via email as follows:</u> Thank you for your interest in our website regarding teens, parents and educators. We appreciate your suggestion but cannot post your link at this time. Newport Beach City policy does prevent us from adding links at the requests of third parties. Again, we do appreciate your interest in the library and our online resources.</p>

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<p><u>9</u></p> <p><u>1/27/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Manager</u></p> <p><u>1/28/2013</u></p>	<p>I came across this quote while researching homelessness on the internet: "The Newport Beach Public Library, nestled in a coastal city better known for its surfing and miles of wide beaches, recently updated a policy that says staff can evict someone for having poor hygiene or a strong aroma. The policy also bans lounging on library furniture and creates strict limits about parking shopping carts, bikes and "other wheeled conveyances" outside the premises. Library Services Director Cynthia Cowell insists the policy isn't aimed at the homeless, but the action has nonetheless stirred anger among homeless advocates. As a decades-long patron of the Newport Beach Public Library, I find these rules offensive. Most homeless just want a safe place to sit for the day. What have we become that people in need that we should be reaching out to with assistance are considered a nuisance? I'm in the process of researching and starting up a ministry that provides sleeping bags, socks and backpacks to the homeless of Orange county. Perhaps I should add deodorant to the list of items that I should be providing? Thanks for your time, and I do hope you will reconsider these policies.</p>	<p><u>Tim Hetherton responded via email as follows:</u> I am writing on behalf of Library Services Director Cynthia Cowell, who is currently attending the American Library Association Conference in Seattle. Thank you for your support of the Library, and for the opportunity to address your concerns in regard to the treatment of homeless customers. We welcome all customers to the Newport Beach Public Library. We do ask that all customers abide by the Library Use Policy (<a href="http://www.newportbeachlibrary.org/library#nbpluse">http://www.newportbeachlibrary.org/library#nbpluse</a>). In order to protect the rights of all customers, the Use Policy essentially addresses disruptive behaviors, and behaviors that are inconsistent with Library use.</p> <p>In a public building, where Library customers work in close quarters, the lack of personal hygiene which produces odors that interfere with other customers' use of library facilities, or interfere with staff's ability to perform their duties, is a disruptive behavior. We simply (and privately) request that the offending customer address the issue, and we let them know that they are welcome to return once the issue is addressed. If the customer indicates that they have limited resources, we disseminate information to them in regard to obtaining assistance. The limits we enforce in regard to wheeled conveyances consist of asking library customers to use the bicycle racks to store their carts, wheeled luggage, and bicycles. We have had an ongoing problem with large wheeled conveyances blocking entry ways and aisles in the Library. This is a safety issue, and an impediment to other customer's ability to access to Library resources. Other wheeled conveyances were being stored against the building and scratching the outer walls, which is an expensive repair. By creating a designated area for wheeled conveyances, we are attempting to provide an option for customers while protecting the access and safety of all customers.</p> <p>We certainly agree that the Library is a valuable resource to the disenfranchised. However, we also have to preserve the rights of other customers to access Library resources and services without disruption. Please, do not hesitate to contact me if you have further concerns.</p> <p><u>Tim Hetherton sent another response as follows:</u> Also, I neglected to discuss the policy on lounging, which the Use Policy defines as "occupying furniture in a manner that suggests lounging, as evidenced by lying down on the furniture, or propping feet on chairs, sofas, or tables;" and "occupying more than one space during peak times of library use." These policies are in place to maintain a clean environment for all by keeping shoes off of the furniture, to minimize wear and tear on furniture, and to ensure that there is enough comfortable seating for all customers, and not just the solitary, reclining customer.</p>